

## Analyst Talk with Jason Elder Podcast

### Episode 104: Brook Seggaard - Going Above & Beyond

[00:00:00] Thank you for joining me. I hope many aspects of your life are progressing. My name is Jason elder and today our guest has 15 years of law enforcement analysis experience, both as an analyst and an analyst supervisor. She's a dispatcher turned analyst. She is also a forensic composite artist and holds a masters of science.

Degree in crime analysis from Tiffin university representing Delaware county Sheriff's office in Northern Ohio. Please welcome Brooke. Seggaard Brooke, how are we doing? Pretty good. How are you? I am doing very well. I want to do a shout out to Lindsay Witter. She named names and got me on your tail to get you on the show here.

So thank you to Lindsay. Absolutely. Where she came from, you've taught her everything she knows. Right. I wish I would. All right. So let's start out. How did you discover the law enforcement analysis profession? Not exactly sure. Being advanced in years. My [00:01:00] memory's not exactly on par, but I, in dispatch, I really liked the fast pace and the.

Ever guessing of what's going to happen next. So you're required to put in, , who's involved, what's involved cars, et cetera. Well, I wouldn't just take that as I'm done. I always went above and beyond the, okay. They just had a partial plate. I'm like, well, I'm going to get the full one. I'm I'm bored here.

And this, this is second shift, fast paced. It's idle minds is the devil's workshop. I am the poster child for that. So in lieu of causing trouble, I decided to put my mind at work and I would do my best to help out the deputies responding to calls. We dispatch for numerous agencies. So I would also help them as well, the municipalities within our county.

So we had some successes and. It was recognized by the superiors. And they granted me a position within our [00:02:00] administration and helping out the detective division. And at that time it was child enticement I would also assist detectives with reviewing cases and some, I dunno, case involvement. And then we had some administrative changes at that point.

The incoming sheriff came from. an analysis position. So he created a crime analyst position and I was awarded that position. So it kind of grew with me and it's now where it is, so. Alright, good. . I'm always fascinated by , what analysts

were doing prior to becoming an analyst or how they got their foot in the door, so to speak.

And so we've had a couple of guests now on the, podcast who became Dispatchers first. It's sometimes , can be difficult for people looking to become analysts to get their foot in the door. So I want to explore a little bit about becoming a dispatcher. And so , what was the hiring process like for [00:03:00] being a dispatcher, the test you took the interview process, so on and so forth.

It was a lot different when I got hired. It was, do you want the job? Okay. Today's, it's a lot more than. I'm not exactly sure what if there are some tests? I know that there are civil service tests. There are some aptitude tests. I don't know what a hundred percent what our processes, they are located in different facility, but it is an involved process now.

And they did a background on the end. , the standard there is still in existence, but You do a training on all three shifts and, , can you, the big thing is officer safety. Can you keep up with the officers and or deputies? There's multiple channels, , there's are you putting in data correctly?

Are you getting all the necessary information? Can you handle. And dispatch the radio traffic at the same time, because we don't have [00:04:00] designated call taker and radio. You're doing both and you have to pass the field training. If you get hired, then pass the training and then you get released. So it's pretty extensive.

Yeah. So what did you find to be the most difficult in the beginning? You are very intimidated. When you hit that busy shift and the phones are ringing nine one one phone, which is a separate line. Radio, traffic's going off. It's very intimidating. And I feel that you can, or you can't, , you've got to have that multitasking ability and six skin because , these callers are having their worst moment.

That's why they're calling and you you've just got to. Take control and a peaceful calm way and get that information, relay it very specifically and quickly to the deputies so that they can get there and take control of the situation and then move on to the next call. It's just, nothing is [00:05:00] textbook. No two domestics are the same.

No two burglaries are the same. It's just, it's, it's very hard to train because. Like I said, it's nothing is textbook. Nothing is black and white. Yeah. So , nowadays

they have two TV shows dedicated to nine 11 dispatchers. I think we're both on Fox. I can't remember. When's the lone star something.

I think I've seen it. I haven't caught either of the show. Certainly know that there's out there. And so they're playing off on some pretty crazy circumstances that could happen to nine 11 dispatchers. So as you think back, do you have a favorite story that you like to tell? I wouldn't say it's a favorite story, but you get people who are suicidal.

Usually you have the opportunity to. Activate our negotiation team. I did not have that opportunity. I became the negotiator and we had our negotiating team [00:06:00] captain in the room and I did not have the opportunity or the chance to hand off the caller to him. So he was coaching me to be. The negotiator.

So I just, I became the negotiator, no training, , I'm in the hot seat at that point. And he disconnected and I had to re-establish connection until deputies got there and hope, , with all the power that he would answer that phone. And he did. And I got him to stand the line with me until deputies arrived and diffuse the situation.

Very thankful. Everything works. But that is a situation that you're not prepared for. Nobody is nobody's prepared for that. And things worked out to the benefit of everybody. And, , you just got to think, oh, what, what do you say to somebody that is not, , Okay. So, what can I say to this person to make them come out of this mode?

And so I just went for things that he cherished his grandkids, , his wife, his [00:07:00] family. So, and it, in a ways on you, they, they brought in the crisis. Counselors for all the responders and dispatchers. So that was nice. It's just something that you must know will happen eventually if you're a career dispatcher.

Not something I ever thought would happen, but it did. And we all got through it. At the house or what, what, where was the location that this, they were at their home. Okay. And then who, who called nine one one? He did. He called he was reaching out for help. That's good. And so why was there a disconnect?

He just wanted somebody to know where he could be located. Oh, wow. Okay. Yeah. So I had, yeah. And I re-established contact and got him to talk to me until units could get on scene and further diffuse him from committing the act. Man. That is this story, [00:08:00] so, so did you ever meet him? I did not know. Okay.

It's always a fascinating side. So from your perspective, , it would be like you and I right now having this conversation. And it could just right now. This situation could happen to you. You just never know when you're going to be put into that situation. So it could be just a normal conversation every day.

This seems like a normal day to you get thrown into something you're going to remember for the rest of your life. And you have this event occurred. , once you got done with the call, , did you have to like remove yourself from it and just realize what just happened or did just go on with work or , did that maybe that rationalization didn't come until later in the day it was much later.

It was probably probably a day or two later because you're still on a high. You're still like, oh, okay. Next, , you're still, and it didn't really sink in [00:09:00] the magnitude of the situation didn't sink and I'm just like, okay. That okay. He's good. Next. So when you did realize it, then what was going through your mind or , what was your reaction?

Just stunned? I think just I think I was just done like, wow, that just happened. Just, you go from a high to a low and. I was fine because he was fine. Sure. I don't even want to go to the, to the mindset. What if he wasn't, I don't even want to go there, but I, I think I just accepted that it was fine and I was able to move on from it and I didn't mean anything further.

Hmm. That's fascinating. So also when you're a dispatcher here, we talked yesterday on the prep call. You had mentioned the team, but. Do you have there? And I found it fascinating that it sounds like that team of dispatchers is still with the police department, but they're doing different roles, we [00:10:00] had one dispatcher that. She went to the road. She has now detective. So we still work together quite often. Another dispatcher is a fingerprint analyst and she works with our property room and responds out to search warrants and crime scenes.

And our other dispatcher programs. One of our former RMS is our records management systems and he is in our it division. So we work a lot together. So yeah. Please all still have a very tight bond. And you as a team had a pretty good reputation as dispatchers, right? Yes, we did. And we on, when it gets really busy, if there's a call in progress, which we consider a hot call, that's when we miss it.

Like, if there's a burglary in progress or a robbery in progress, we're like, Ooh, let's do that. And then we don't miss it. Okay. The mundane and days where

like, man, . So[00:11:00] , what did being a dispatcher allow you to bring to the analyst position?

Well, it could go benefit both crime and it can benefit. And intelligence. No, I do both. So the crime analyst, do you know what questions need to be asked? , what the deputies can obtain and , where it goes in the call. So you know where to look for this information and you know, when they didn't get it, So, you know who to go after, but it's, you know, like where the information needs to be, how to get that information, to do the crying trend prediction.

And as a dispatcher, you know okay, well, , there's a habit of the, deputy's not getting it, so maybe you can pass on a dispatch. Hey, could you possibly get that for me? And sometimes I do. And it's great. So I don't have to wait for the report to be done. I can look at the dispatcher comments and like awesome.

And they get it. Then intelligence, it's the same questions, a little more involved, but it's the same initial questions. The who, what, when, where, [00:12:00] how, why, so retrained, it's ingrained in your brain. Those are the questions you ask when you pick up the phone. So it's there. So you're looking for some key information that dispatchers get, and you can pick up on some stuff that they get, that the deputies may not really put in the report.

They may have been told that. It may not have been an important element for their report, but the dispatchers typed it in there. So, you know, to always go to the dispatch for comments and then you can roll with intelligence, great information. It's just a great asset to know what dispatchers do and the information that they get and to rely on that.

And then what, , they're trained to type in every. Air to them. So you go into their backlog on the information in there. So to know what they do, great tool . So using that tool coming from there, and there's so much better. With all the tools that they have now, so that they're putting so much more in there than we had [00:13:00] back back in my day.

I can use that as a foundation for the intelligence that I'm providing the detectives. So yeah, when I had Albert Mesa on the program, he was another analyst that started out as a dispatcher and certainly highly recommends analysts doing. Sit along with dispatchers, if they have the opportunity. Because there is information that may be on the dispatcher side that analysts may not be receiving from their RMS.

Absolutely. So it's, it's important to be what I identify. All of the information at the 9 1 1 center in case an analyst ever needs it, there are wonderful tools, dispatchers. So, as you mentioned, they create the position, you become an analyst you working on child enticement

cases. , , you also mentioned yesterday in the, prep call that your father was a sheriff. No, I'm sorry. , was a cop for the city police [00:14:00] department. So , you have that background growing up, you're coming in , from dispatch. Did you find it to get acclimated to the.

To be easy? Oh yeah. I grew up with law enforcement knowledge, like my surroundings, law enforcement. He's after the initial shock of changing majors, he supported my endeavors. So when we had the administration change and I started the role as the analyst, the administrator was more of a. Numbers administrative analyst, not so much crime analysis.

So he wanted it all in-house based information and I'm like, okay, not really beneficial, but okay. I'll do what you tell me, you pay me. So our current sheriff at the time was the chief of police for Delaware city. So he was my dad's boss and they were looking, they had a series [00:15:00] of burglaries or beanies. I don't recall.

Currently, but my dad has provided me copies of the police reports to do a crime prediction. So I did that and then I sent it back to them and it was beneficial for them. And our current sheriff supported that information and supported my assistance. So, , I wasn't going to charge them overtime when I wasn't.

I just did it, you know? And supported me. I'm going to support him. I'm like take the credit for it. I don't care. They all know, he doesn't know how to work in computer, but so, , it, it was just the professional favor. And it's great. Now that he's my boss, he supports furthering, , the, you using data from outside to support inside.

Vice versa. It's great. Hmm. So, let's talk about the first couple of years there as an ALS, you mentioned child enticement. What as an analyst are you doing to support the child enticement case? Well, I wasn't in [00:16:00] an analyst then I was solely child enticement and then I moved into the analyst role from childhood enticement.

Okay. So then what was your position with child enticement? I was the undercover unit portraying a youth. Oh, okay. So online and, and doing that. So,

and I guess just take us back to that because, I mean, how does. Get acclimated to doing that or the training that you had, or was it surprisingly way easier than what you thought it was going to be?

Oh yeah, it was gross. Old men, actually one was old, one wasn't, but we ended up doing two undercover operations, got two arrests, took them to court, pled out. You gave me, so I only did that for a year. And during that year, I was also working on my crime analysis degree. Got I obtained that and then moved into the crime [00:17:00] analyst role.

. So did you, find out that there was going to be an, analyst role opening up and then decided to get the degree? No, I was working on that. . What made you decide to get a crime analysis? I had already had a major, or I'm sorry, a master degree from Tiffin. And I could use the core requirements to transfer over for another one, another degree.

So I only needed to get the specific courses for the additional major. So I only needed the crime analysis courses. . So, how many did you have today? It was only half the required credit hours. So it only took a few months. Oh, okay. Hmm. So we haven't talked about the Tiffen program on this show before, so, just briefly describe it, , what you think about it, what you got out of it.

I thought it was wonderful. My first degree was seated. Go up there, which it was a great [00:18:00] experience. And the professors were amazing. All the other students were amazing. It was only one day a week, but it was a full day. It was eight hours up there. And then the second course was all online. I felt that that course was more intensive than the seated.

It, it just because you had to basically prove you were working on your schoolwork. I thought. That's my perception, but , you had to do, you had your required assignments, but then you also had your group thread discussions and you had to post and respond so many times. And I just felt that there was more involvement with the online, which is fine, , it's still to your convenience, but I also enjoyed that too, because it was to your convenience.

. Now the first one, the forensic psychology. I think that one is still seated, but I would, I would not feel comfortable taking that one online because of the material, but I had wonderful professors for my online [00:19:00] courses. So what were some of the courses for crime analysis? Microsoft, the programming with oh, heck, well, definitely what's the, like my.

Oh, it starts with an a, yeah. The Microsoft products for law enforcement. Yes. Making databases and access Excel. I absolutely love Excel now because of that. And then you have the statistics and. There's so many different like crime analysis courses, or I think majors like crime analysis for this and that and whatever, like Homeland security and they've changed it since I got it right.

When it became a thing is when I took the courses. So I'm not even sure that did you have to do an internship or practicum? I had to go up there for a week and Lou of writing a dissertation because I am not one to like writing papers. So I was like, I will take a week. And then what did you do in that week? I don't remember.[00:20:00]

It was like 13 years ago. I don't remember. So then you get the degree. You've been working child enticement cases. Now you're ready to start being an analyst. What's the feeling as you are going in for the first time and the first couple of weeks as an analyst?

Well, I had been here for six, seven years already. I had proven myself, so I already had, I had already worked my way through people trusting. So I was, it was already an acceptance. I already fit in, , so I, all the guys in the detective division knew me from, they were on the road and I was in radio.

So it was one big family already. It was here's your workup. Okay. Thanks. It was just getting over the I'm not your secretary. Yeah. I'm not making your copies. But, , I issue subpoenas for their cases. And then I go through what they receive back issue additional, and then [00:21:00] we develop suspects that way.

And then we dig up from there. Or I'm trying to find property through some of our paid access programs or opensource. Whatever I'm led to via the report information or their interviews or whatever I've been provided. It's really just here. This is what I have have fun. So the position is new to the Sheriff's office.

So. What is their expectation or goals for you in the beginning, make it work. And, and we did, there was Lindsey, she was in our task force and then I was in the general. And then, so, and we talked a little bit about this yesterday as well, is that, that, , you were given. Free reign. It was just make the business run, which you thought it should be.

And so as you look back now, , what are some of the highlights or maybe the, some of the things you're most proud of that you, that you accomplished with the position, the predictive analysis for our [00:22:00] property crimes, getting

the deputies in the right area at the right time. They love that as much as I do, they love to hunt.

They do. They really do. They love to catch them and the detectives love it. They will go out. You just tell them when to be out, they'll go out and they love to catch them. They were tailing one suspect in a stolen car, and I was like, just check this area, just, just go to this hotel. I have a hunch.

This one detective just wanted to get on my nerves and not go to that hotel. I'm like, I'm telling you is at the hotel and just wanted to like, almost get to there and just not check it when I'm like fine. I'll have somebody else do it. So some, another detective went there and low and behold the suspect jumps out the hotel window because he was there.

So what made you think that the. Because all suspect side of that hotel, , it's like, he's his cell phones pinging in the area and he's nowhere else where you checked. Why would you not drive 300 [00:23:00] yards. Just that way. I'm like, come on. But it was just funny. I'm like, eh, well, he just jumped into the bushes.

Good job. Yeah. Oh yeah. It was, it was just one of those, like you stick your tongue out and make a face, but like I told you, but all in, all end goal, he was captured, it doesn't matter. All right. And then. It sounds like you were doing mostly investigative support stuff.

Is that what the position stayed at for most of time? You were an analyst before you became a supervisor? Yes. Oh, well, and I did some administrative, a lot of administrative, and then I actually, we had an administrative analyst, so I proposed a position for that mainly because I don't like stats. And it was awarded.

We hired an analyst fortunate for her unfortunate for me, she moved on to a much better position for her at another agency. She's doing wonderful, but our administrative analyst, her name, [00:24:00] Jessica gooky. She is doing wonderful. She, so when she left, I took back on the role of stats. So.

Is it just crime stats. So it's like number of homicides, all this other stuff, or what kind of stats are you doing is an administrative or all stats. Like how many traffic stops were done here. And I'm like, who cares? But no, it's all statistical requests. Like how many reports is this deputy done that, , any.

The admin wants and it's, it's just not hard. It's just not my interest. It's busy work, right? Yeah. It's totally fine. It's just, I'd rather be doing grand trends, but it's fine. Yeah. Yeah, I get that. So I also want to get your reaction on the, on the idea of free rein with an analyst that I had Dr. Rachel Santos on the show a month or so ago, and I've heard from analysts.

They were just [00:25:00] saying, okay. The supervisor said, I don't really know what to do with you. We just hired, you just go do, and Rachel's perspective is that that's not necessarily what should happen at departments that the analyst role should be. Part of their policy and that you should be able to go to a police department's policy and know exactly what each analyst is assigned to do and is part of a long-term goal.

The analyst role should not drastically change with the changing of a police chief. Not that it can't change with a police chief, but what they're doing is. On a day-to-day basis in policy, that's what set out to do, and it shouldn't be that oh, analyst decides, well, I want to, look at burglaries today and, oh, well, no, next day I want to look at this and kind of play whack-a-mole and be all just doing whatever they want.

But given you're coming [00:26:00] in. Getting that free rein I mean, what do you think about that idea? I agree with there needs to be policy and procedure, but it needs to be vague and just support the mission. I mean, it support the agency's mission and support the direction of the agency. Now, each agency runs differently too.

Right now I'm running on one analyst for. Our administrative and general patrol and one analyst for our multi-jurisdictional task force. I can't have specified roles. I'm working as three myself and my other one's working as two. So I have to work as a multi-functioning unit, but I'm an individual so I can work on burglaries today and I can work on suspect tomorrow.

And. Statistics the next day. So it really depends on how the agency works yet still having a functioning policy because we can't function without a policy. Every other division is going to have a policy. Yeah. Does your office have [00:27:00] crime analysis or intelligence analysis in their policy?.

And it's basically encompassing how we utilize our law enforcement sensitive of systems, how the information is released and the request of information and really that's it. But we are to support our mission, which is the safety and security of our citizens.. And we are to abide by 28 CFR part 23. I don't know about you.

That to me all the time is the most boring class I've ever taken. oh, it is. 28 CFR, but oh my goodness. Yeah, it's important. Don't get me wrong. I don't mean to diminish its importance, but it is incredibly boring. The most important rule can be told to you in five minutes, you think drag it out for 40 hours? Exactly.

Oh, but so then with [00:28:00] the supervisor role, was it your idea to create a supervisor role? Or how did, that supervisor role come to be? No, that was the administration's idea. And I applied and interviewed with some great candidates and I was selected. So what was your, did you make a pitch in terms of when you interview, what was your vision?

To grow the unit and further support education and personal growth, strengthen our strengths and strengthen our weaknesses. And at that time, what did you think the weaknesses were? Well, we are in separate locations and I think we need to work on our communication a lot better in terms of what they're working on, what I'm working on, and we need to start working on what you're working on and what we are working on.

It needs to be the case. What are we working on? So there needs to be a lot more cross training. Of course we need a lot more analysts. So.

You said how many [00:29:00] analysts are there total? There's two now there's two now. And that's you and two others? No, just to, okay. Yeah. but there's, they're supposed to be how many for, we have no space either to grow right now were building a new building and then we'll have more analysts.

So, so as a supervisor, For analysts, what's your strategy of assigning tasks for that two people will do that for people are supposed to be doing utilize external resources. Depending on what the request is, what agency has the strength in that request is where I farm it out to if I can't do it.

And then, , you'll eventually hire new analysts. I'm thinking, as you mentioned, , once you get to the new building what will you do to get that analyst acclimated to the police department? And , let's just say they're fairly new analysts, maybe not having a position before, so they're very [00:30:00] green.

I find it, I find it fascinating, the idea of a civilian. Coming in and how they adapt to the police department. I had Joe Lorenz who was an officer from Cincinnati police department, on the show a couple of weeks ago. And he mentioned that, , in terms of he's a sworn officer who became an analyst.

And so from, his perspective, It was a lot easier for him to take all his training and knowledge as a police officer, and then had to learn how to be an analyst, as opposed to an analyst, trying to learn everything that , police officer may, now. So I, I find it fascinating. And this idea of civilians coming in and getting them acclimated to the position.

Well, that's interesting cause I'm not sure I've always had internal people interested, but this is probably something I would require [00:31:00] experience and, or. Educational background in which would still be fresh, , somebody fresh coming in from the outside. So it's going to be an awakening to me and them because it's the, this is how our system works.

This is where information comes from and then bring them to dispatch. And our patrol is not even in one location, they're spread out over two locations and our administration is, and yet another location. So it's, this is where all of our information could be. And these are the people involved in where the information is coming from.

And then this is. Where I want you sitting. So if you need any of this information, familiarize yourself with where it could be coming from, so it's going to be a huge learning curve. Yeah. And I think that's, the challenge. I mean, and, and Joe said this he's like, Joe, wasn't saying that therefore, You should only have sworn officers become analysts.

He just knows that [00:32:00] from his experience, that civilians coming in it's a huge endeavor try and to fully understand the ins and outs of a police department. Oh yeah. I can only imagine. And there's pros and cons to it. I can only imagine. I wouldn't know what they are. I grew up with law enforcement, my blood. I can, I, I don't know, not having any bad habits already ingrained in you and your mind, your mindsets fresh, but then having to explain all that.

I don't know. I'm sure there's pros and cons to both sides. Yeah. Yeah. Hmm. So, besides obviously being short, analysts. , today, what's your, thing? That's , , you think about the most, I don't know. It can weigh on you, however you want to do it.

It can excite you , what fills was your thoughts as a, analyst what's for lunch? No. Well, I play more the role of the day-to-day analyst than [00:33:00] I do more. So the supervisor I like to make sure that today is actually one of my employee's last days. So I have two employees until four o'clock.

She is moving on to her dream role and another jurisdiction, neighboring jurisdiction. So congratulations to her. Her name is Sabrina. She's moving to Marianne, just north of us. So new contact, another access point for information. She has worked very, very hard to get. For herself and I'm very proud of her, but as an a supervisor, I would like to think I'm in very encouraging to my staff make sure that they have what they need and, , direct them to what they need if they don't have it.

And then I play the role as an analyst. Day-to-day now for the last month I've been playing the role of not here, but I have, I've still been in contact with my staff to make sure, , they're doing okay. Keeping them up-to-date on my status [00:34:00] and seeing what, , they need, if anything. Yeah.

Cause you've been out on medical leave after back surgery. Right?. How long have you been out? I'm a month. I've been out the entire month of March. I returned Monday. Wow. And so that's a. Successful surgery, still in recovery mode, but a successful surgery, right? Yes. And driving myself nuts. So I asked the doctor, if I could come back, I'm ready.

I sit in a chair, no harm, no foul. Can I please go back now? Was he okay with that or is he's like no, sit, in all day long is detrimental to your recovery. No, he's fine with that. As long as there's no lifting and okay. All right. So I guess before we move on, I just curious to know you come from a dispatcher as an analyst and analyst supervisor.

How's the data? Wow. You want to end on a dirty note? Don't you know, the data is never clean. It just [00:35:00] isn't, it can't be there's too many fingers in the. It's very frustrating and they know not to come to me with their complaints because I will come ask them. But it starts in dispatch. The data starts in dispatch and it goes to.

, from dispatch to patrol to the supervisors that approve the reports to our records. And I have preached until I just have no more voice and they don't care. Yeah. So, let's say the sheriff comes to you and says,, I want to improve the data process. And what would you tell him?

Well, I would tell them to start smacking the fingers to everybody that puts in the wrong nature code. The type of call that comes in, but the problem is some of it is a translation issue in our system. So can't really point fingers. So it it's a big mess. We just got a new system and I'm like, how are you doing this already?

Yeah, I've tried. It's cleaner than it used to be, but it's still not clean. I'm like [00:36:00] fine. If I can't predict where the crime is going to be, you're going to take more calls than it's good. It is amazing to me that for as much as we rely on data, that there isn't more emphasis to make sure that it's completely accurate.

Well, it's the people putting it in. They don't care. Yeah. But it's in a way, the sheriff and the supervisors are enabling them to do it because they're not requiring them to get it to be accurate. Yes. And no, we have quality assurance coming in from a dispatch supervisor who knows how anal and about the data.

So I have to do is send her a message like and then, then I sent her the call number. She's like, this is what the Sergeant said to do. And I'm like, fine. Then I'll go to this sergeant. And then he gets in trouble by me. It's not really gets in trouble. He just gets a rash of. Crap from me, but then I have to educate them.

There's this certain nature that why was even created as beyond me. Cause it'll set me off, [00:37:00] but I'm like really, like, you couldn't think of anything else to make it. So it's just hard to get through some of that. Now they have gotten a lot better. And mainly it's because I'm on day shift and I watch everything they do, but I don't care.

I'm like, come at me then I'm just going through and changing it. Now, there are some liability issues. If they respond on lights and sirens on a call because it was. Reason to respond that way. I'm not changing it like, but some natures I will. So does, I mean it, and I think it is fascinating from your perspective because, what's going on, you were a dispatcher, that system, even though it's new, but you at least know what should and shouldn't be going on.

And so you can really push back harder than. Other analysts may because of your experience, I would think so well, and it doesn't take much to type in two other digits I don't [00:38:00] know. It does seem that across the board with police departments, there should be way more emphasis on the data getting into.

The records manager system and it seems like there's a ton of vendors out there that want to sell you a software that can do all this stuff, but we're always kept with the quality of data garbage in garbage out aspect. And yet we seem to be more infatuated with these shiny new toys than this. I know it's boring.

It's, 28 CFR boring to sit there and, fixed data issues. But to me, it's well worth the investment. I would agree. My administration would agree. The people that are putting it in with. But I mean, but then there, there should be

some program to entice them to, to care. I just wish there was a buzzer that would zap that

I was thinking, I was [00:39:00] thinking carrot. You were thinking stick. I'm just throwing out an option. All, all options on the table, please. Oh, very good. So I do want to get to you being a composite sketch artist, I take it, did you grow up being an artist? I did, but it is actually easier.

For a non-artist to be a composite artist. Why is that? Because you don't have the structure to want to put on the paper, what you think should be there. What a composite artist is, is just really a tool for a translation. If you're putting somebody's memory as a visual aid on paper, you are not doing a portrait by any stretch.

It's not a portrait. That's what the online critics, , behind the scene bullies. The news puts up character, , not a character, but a composite [00:40:00] sketch. Have you seen this person, this, , blah, blah, blah. And they're like, look, his eyes are crossed. Okay, well, were you the victim? Were you there?

Did you see him? No, you did. But , I can't really get on there and shout at them, but so you're not doing. As an artist, what are you, what are you used to doing? He used to doing portraits. So it's really hard to just put what the victim or witness is telling you. So if they didn't describe certain features, cause they don't know.

And there's no like usually ears are not, unless they stick way out or they're really abnormal. They don't describe them. So you just put average. You need input in order to get it on the piece of paper, right? It's just like you were saying, it's a translation, , but I'm guessing there would be a series of questions, right?

That, you need the input in order to get it on the piece of paper. Yeah. So I have gone to training [00:41:00] and you were trained on these interview skills. You asked open-ended questions. I do have reference materials, but if they describe something completely off the wall, you'd put it down how they described it.

So, what is, what's an example of that? Like something wild that somebody told you. I did a sketch that looked like it had a pair of underwear, but it was a band-aid. It was a, it was a face covering, but the way they described it looked like this guy had a pair on, in his face, like tidy, whities, great up underwear in his face.

Like, okay, put that up. And because he's probably still wearing the tidy whities on his face. Well, I'll have to tell you a couple of years later they made an arrest. So they were able to identify tidy whity. And my captain, I will tell you, tell you his name because he missed me as if he ever listens to this, but he made fun of one of my special.[00:42:00]

Of course he did, but he's like, this guy looks like a Q-tip, but he was identified and he looked very similar to the sketch. I'm like describe him, but he did. He looked like a Q-tip. Okay. What have said that, but all right. So, so what are some, like, I guess maybe take us through if you want to use ear it's, whatever it is.

So what would you need to draw the ear? Or you can be anybody, the part that you want to, how would you narrow down? What would be some series of questions that you would ask. , I would have you walk me through the incident.

So I know whether you saw the subject head on, , profile expressions and then any face coverings distinguishing features. And then what, features stands out the most? And then. Describe that feature to me. And then I would take you to the reference and that's is that a picture or is that something you just drew?

That's you have like [00:43:00] a series of ears, noses mouse. Is that how it works? Okay. Yeah. Everything down to like eyebrows, wrinkles. I have series of all the reference or references. It's backwards. You can tell I never been an eyewitness before. I had no idea how the process, it's hard to describe someone you see every day because they don't shock you into fear and a position where you're like, oh my God.

So the one time you actually interviewed a serial killer, trying to identify a victim that he had. I did that, that wasn't, I believe a seven or eight year old case. So in 2015, I believe is when I interviewed the serial killer in jail. With the detective is not by myself. The skeletal remains were recovered in, I want to say 2007, 2008.

I [00:44:00] don't recall. And there had been a reconstruction to try to identify who this was. And I don't know if there was a picture of this and he's like, no, that doesn't really look like her. And I only remember her first name. So we did a sketch based up what he recalls. At the same time or not, , the exact same time, but in the process, BCI was working on a new clay reconstruction with a new artist and my sketch and her reconstruction were very similar.

Unfortunately, still unable to make an identification based off those two items. It was a DNA test through familiar. DNA through a third party that was able to identify her out of state, but it, , it was just great to be a part of that process. Yeah. So I guess take us to the actually interview in the serial killer.

It was the most backward interview. It was the same process that I use with trying to identify him. [00:45:00] But it was just trying to identify the victim. Which how many opportunities do you get with that? Nothing felt awkward or I felt safe. I was in a jail with a detective and there were, , he was non-threatening.

He sincerely one of this girl identified. So he was doing the best he could do to try to help me put her on paper, who is a serial killer, Sean. Gray. He was at a Mansfield. He was being held in the Ashland county jail. . So what it sounds like , , you're a professional about it and it was just, , you were doing your job there and that was there.

Maybe afterwards, similar to what we talked about before with the dispatching, call there where you were being the negotiator. Was there a point in time maybe afterwards, that you just realized , who you were just talking to and how, , did it feel different later? That's fascinating. I mean, is it, that makes sense why you would need a sketch artist in that [00:46:00] regard, but before we talked yesterday, I wouldn't even have thought about it to use a sketch artist in that situation, or that would.

But certainly, for the family, I'm certainly glad that they did identify the victim, but man. Hmm. All right. Well, we'll try to move on from that. That's a little bit of a downer, so, but let's stick on you being an artist and we'll move into personal interests then. So, outside of being a sketch artist?

Do you work on your art? I would like to a little bit more. I have little things that want to draw with me and on my stuff. So I don't really get the opportunity often, but yes, I do. I do like to draw. It's a de-stressor for me. I've been fascinated to get your take here. I, one of my friends is an artist and.

, he had this perspective on, drawing and he says, , yes, there's the idea of being able to draw, but , in his mind, there's so much [00:47:00] technique to it that he felt that if he could take any group of people and teach them the techniques of maybe drawn Donald duck, for instance, and that he could show them the different techniques of drawing.

And over a period of time, all of them could draw Donald duck to the point where the average person would think it would be really good. I don't feel that I draw very well. I'm fairly messy, both in my handwriting and, and I'm doing anything with a better pencils.

So I, find it fascinating that it's how much technique versus. There is going into drawing. There's definitely a technique. And I don't have the same technique as I come from a family of artists and I did not share the same techniques as some of them. So it's really what your preference is.

I can not do anything in color, color, stresses me out. I just can't because if it has to erase or I can't do it. Okay. So when you are drawing,[00:48:00] what are some things that you are drawing or is nature? Animals, cartoons? People? May well, usually people, people, well, I get a lot of requests for me to draw portraits of family members together.

In that regard, are you creating the scene? So you're taking three different people that obviously aren't in a photo together, but then you're creating a scene in which all three of those individuals are in the same scene together. Okay. That's I can see where that would be. That would be of value

and interesting, but that seems like it would take quite a long time. It's not easy. Yeah. Yeah. Well, so have you done any drawings since you've been laid up at home after back surgery? Huh? Well, hopefully you get back into it. And I get the kiddos involved to , my daughter's. In a, in a couple of art classes and I've been impressed with what she's come home with.

She really enjoys [00:49:00] it and I think we're actually going to send her to summer camp this summer for it. So yeah, my daughter can paint and I'm like, whoa, you did not get that from me. Yeah. Another family member on that one. Right. And she likes color?. She can do good with color. So. All right.

Well, very. All right. Well, our last segment to the show is where it's the world. And this is where I give the guests the last word, Brooke, you can promote any idea that you wish. What are your words to the world? Promote clean data. It's going to be the hardest thing ever, but keep to it and stay on top.

of technology. Very good. Well, I leave every guest with you giving me just enough to talk bad about you later. Perfect. But I do appreciate you being on the show. Thank you so much. and you be safe? Thanks you too.